



March 23, 2020

Dear Customer,

In light of the rapidly developing public health emergency relating to the COVID-19 pandemic, Seqirus Canada would like to inform you about the current actions we are taking to support our customers, to protect the well-being of our workforce, and ensure the continuity of our influenza vaccine operations.

We understand that as you manage this unprecedented pandemic, your focus may not be on your influenza vaccine needs at the moment, but please be assured that we stand ready to support you and the patients you serve.

We recognize the need to follow the recommendations from our public health officials to increase our efforts to reduce the spread of COVID-19 in the community. Therefore, as of March 13, 2020, all Canadian employees from sales, Account Management, Customer Relations and Medical teams started working from their homes. They are now standing by and equipped with technologies to interact with you and support your needs virtually.

We will continue to follow the latest government advice to guide the implementation of safety measures to protect our staff working in essential roles at our manufacturing sites, as well as those who are in critical support roles at other locations.

We have enacted business continuity plans across our global network to minimize disruption to production and on-time supply of our influenza vaccines to customers. At this time, our manufacturing for the upcoming 2020/21 season remains on track. As you can appreciate the global situation is very fluid, but we are monitoring it closely and remain committed to providing timely updates.

Thank you for your ongoing partnership on the front line of influenza protection. As you continue to navigate the challenges of the COVID-19 pandemic, we hope you, your co-workers, and your families stay safe and well.

Please do not hesitate to reach out directly to our Public Health and Key Account Managers or call customer service at (844) 392-8582 or [customerservice.ca@seqirus.com](mailto:customerservice.ca@seqirus.com). Additionally, you may visit Seqirus.ca.

Sincerely,

*Gill Stafford*

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Commercial Operations Director

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Head Medical Affairs